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**Medical Services For  
Indigents  
Patient Handbook**

<http://www.ochealthinfo.com/medical/msi>

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County of Orange  
Medical Services for Indigents Program  
(MSI) Program

**Please read this handbook carefully.  
It provides you with information on  
how to receive care through the  
MSI Program.**

My Primary Care Doctor or Community  
Clinic is:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

My Case Manager is:

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

## **Important MSI Telephone Numbers**

Case Management Unit-----**(714) 634-5169**

Eligibility Information Line -----**(714) 480-6333**

MSI General Information-----**(714) 834-6248**

Patient/Provider Relations/

Fraud & Recovery Department-----**(714) 834-5211**

**OR ----(866) 613-5178**

## **Other Helpful Telephone Numbers**

Medi-Cal/General Relief/

Food Stamps -----**(714) 834-8899**

Social Security/SSI Application -----**(800) 772-1213**

Public Health General Information **(714)-834-4722**

**MSI Web Site:**

**[www.ochealthinfo.com/medical/msi](http://www.ochealthinfo.com/medical/msi)**

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## **Mission Statement**

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The County of Orange Health Care Agency administers the Medical Services for Indigents (MSI) Program. MSI is a medical safety net program for adult indigents. A medical service will be considered for reimbursement on a limited basis if the medical service is required for:

- Immediate treatment of life threatening and emergent conditions.
- Treatment of acute exacerbation of chronic conditions that are potentially life threatening.
- Limited monitoring of chronic conditions that are potentially life threatening.
- Conditions that if not treated would result in significant and permanent impairment of function.

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## Eligibility

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### You may be eligible for MSI benefits if you:

- Are a legal resident of Orange County
- Are between the ages of 21 and 64
- Have a current medical need
- Cannot pay for the medical care you need
- Complete an MSI application
- Meet current Federal Poverty Guidelines for income
- Meet property guidelines
  - ❖ Examples of personal property are jewelry, stocks, bonds, savings and checking accounts, accessible retirement accounts, and cash value of life insurance policies.
  - ❖ Examples of real property are land, buildings, mortgages, notes and deeds of trust.

Call the Social Services MSI Eligibility Information Line at (714) 480-6333 if you have any questions about income or property qualifications.

### MSI eligibility is:

- Determined by the Orange County Social Services Agency
- Usually approved for six (6) months at a time
- Potentially renewable if a medical problem exists

### If your eligibility is denied, you:

Will receive a **Notice of Action** letter stating why your eligibility has been denied. You may appeal this denial by completing the form on the back of your Notice of Action letter and mailing the completed form to: Orange County Social Services Agency, Appeals Unit, P. O. Box 22001, Santa Ana, California 92702-2001.

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## Application Process

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### MSI is not a Health Insurance Program

**Eligibility is determined by the Social Services Agency.** Eligibility Technicians from the Social Services Agency can answer your questions about:

- Financial qualifications required to become eligible for the MSI Program
- Obtaining another copy of your acceptance letter, otherwise known as the **Notice of Action** Letter
- Reporting a change of address

Since the Social Services Agency is a separate agency, you must call a different office. To reach the Social Services Agency "Eligibility Information Line," call (714) 480-6333. An "eligibility technician" will respond to your call. Be sure to leave your name, Social Security Number, current address and phone number.

The Social Services Agency also handles the appeal process when a person is denied eligibility. If you have been denied eligibility to the program, you may appeal the decision by writing to the:

Social Services Agency Patient Appeal Unit  
P. O. Box 22001  
Santa Ana, CA 92702-2001

To obtain more information about appeals call the Social Services Agency "Eligibility Information Line" at (714) 480-6333. Tell the eligibility technician that you are calling for "information on how to appeal a denial to the MSI Program." Be sure to leave your name, Social Security Number, and current address.

## To apply for MSI coverage, you:

- Must have a current medical need
- Must complete the MSI application process
- Must make an appointment to fill out an application
- Must provide proof of identity, income, property, other resources, residency and alien status each time you apply

The MSI Program contracts with most of the hospitals in Orange County. Those hospitals take MSI applications by appointment only.

For a list of the hospitals or community clinics that take MSI applications, please refer to the service locations listed on pages 9-12 of this handbook or call (714) 834-6248 for assistance.

To make an appointment for an application, call the main number of the hospital nearest to you and ask to speak to the MSI representative. The MSI representative at the hospital will make an appointment for you to go to the hospital to complete the application. Ask the MSI representative what information you should bring with you to the interview to complete the application process.

## Each time you apply to the MSI Program, be prepared to provide proof of:

- Identity (2 forms of identification (ID) are required: one photo ID and Social Security card or U.S. passport)
- Residency (You must provide proof that you are a legal resident of Orange County)
- Alien status (Alien card must be provided)
- Income and other assets



At time of application you must provide your social security (SS) card and a photo I.D. Alien residents must also provide alien card. To obtain a replacement SS card, call your local SS office. MSI will accept a verification letter from the SS office that verifies your Social Security number.

Note: It takes approximately three weeks to process an application from the date you apply to the Program. Failure to provide all information may result in a delay in approval and your eligibility may be denied.

## To reapply to the MSI Program, you must:

- Have a continuing medical need
- Continue to meet all eligibility requirements
- Follow the application process outlined above

Note: You may complete the application in the 6<sup>th</sup> month of your current eligibility period to ensure your coverage remains in effect.

Disabled persons are encouraged to apply for Medi-Cal, Federal benefits (such as SSI or SSP), State Disability and Worker's Compensation. If you have questions regarding the Medi-Cal Program, General Relief or Food Stamps please call (714) 834-8899.

For further assistance regarding the application process, contact the Social Services Agency at (714) 480-6333. After the Social Services Agency receives your **application, you:**

- Must read all information sent to you
- Will receive a letter called **Notice of Action** (form 2391) within three to four weeks telling you if your eligibility is approved or denied

## Once your application is approved, you:

- May be eligible for the Program for six months at a time
- Must provide everyone who gave you care a copy of your Notice of Action letter
- May only reapply for MSI if you still have a medical need at the end of six months
- Must repay the Program for all medical services paid in the event of a Worker's Compensation, insurance or accident claim settlement, or if Program determines you have fraudulently used MSI services

## If your application is approved and you are disabled, you:

- Are **required** to apply for Medi-Cal, State Disability or Worker's Compensation
- Are encouraged to apply for Federal Benefits (such as SSI-SSP)

## If your eligibility is denied, you:

Will receive a **Notice of Action** letter stating why your eligibility has been denied. You may appeal this denial by completing the form on the back of your Notice of Action letter and mailing the completed form to: Orange County Social Service Agency, Appeals Unit, PO Box 22001, Santa Ana, California 92702-2001.

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## Medical Services

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### **Medical Services Covered**

Acceptance to the MSI Program does not guarantee that all services you receive are covered benefits.

The MSI Program covers services that protect life and prevent disability that would result in permanent and significant impairment of function. All services must be received in Orange County. Services that may be covered include:

- Hospital and physician care
- **Emergency** ambulance transportation to an MSI contracting hospital
- Physical therapy, laboratory and x-ray services **only** when done at an MSI contracted hospital
- Approved prescription medications. Medications may be obtained at Caremark pharmacies. Ask your local pharmacy if it is a Caremark participant.
- Medical supplies and home health care

### **Medical Services Not Covered**

- Medical services rendered **outside** of Orange County
- Diagnostic and other medical procedures rendered at non-contracted facilities (e.g., laboratory work, physical therapy, MRI, x-rays)
- Medical services that do not meet the purpose of the MSI Program, such as elective surgeries for chronic conditions
- Routine physical examinations

- Non formulary medications and all over-the-counter medication
- Pregnancy-related services, including complications of pregnancy, which are covered by the Medi-Cal program
- Treatment in an extended or long-term care facility
- Adult day care health services
- Acupuncture, chiropractic, optometry, podiatry
- Hearing aids and eye glasses
- Routine or restorative dental services
- Non-emergency medical transportation services
- Medical services for children
- Treatment for mental health, alcohol or drug abuse
- Medical services for persons under 21 years of age and over 64 years of age

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## Service Locations

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Physician care may be obtained from any physician in Orange County who accepts MSI eligible persons. These services are rendered in private physician offices. Physician care may also be obtained from community clinics listed in this patient handbook on page 13.

Except for emergencies that are life or limb threatening, always contact your primary care physician for your ongoing medical needs.

All outpatient medical services **must** be provided at hospitals that have signed MSI contracts. Outpatient medical services must be ordered by your physician. These services include surgery, laboratory work, x-rays, and physical therapy. A list of Contracted hospitals follows.

## **HOSPITALS**

### **ANAHEIM**

#### **Anaheim General Hospital**

3350 West Ball Road  
(714) 220-4556

#### **Anaheim Memorial Medical Center**

1111 West La Palma Avenue  
(714) 999-6161

#### **Kaiser Permanente**

411 North Lakeview Avenue  
(714) 279-4072

#### **West Anaheim Medical Center**

3033 West Orange Avenue  
(714) 827-3000 ext. 7346

#### **Western Medical Center- Anaheim**

1025 South Anaheim Blvd.  
(714) 533-6220 ext. 2922

### **BREA**

#### **Brea Community Hospital**

380 West Central Avenue  
(714) 671-5424 ext. 899

### **FOUNTAIN VALLEY**

#### **Fountain Valley Regional Hospital Medical Center**

17100 Euclid Street  
(714) 966-3316

#### **Orange Coast Memorial Medical Center**

9920 Talbert Avenue  
(714) 378-7588

### **FULLERTON**

#### **St. Jude Medical Center**

101 East Valencia Mesa Drive  
(714) 992-3000 ext. 3341

### **GARDEN GROVE**

#### **Garden Grove Hospital and Medical Center**

12601 Garden Grove Blvd.  
(714) 741-2713

### **HUNTINGTON BEACH**

#### **Huntington Beach Hospital & Medical Center**

17772 Beach Boulevard  
(714) 842-1473

### **IRVINE**

#### **Irvine Medical Center**

16200 Sand Canyon Avenue  
(949) 753-2125

### **LA PALMA**

#### **La Palma Intercommunity Hospital**

7901 Walker Street  
(714) 670-6091

## **HOSPITALS** – cont'd

### **LAGUNA HILLS**

#### **Saddleback Memorial Medical Center**

24451 Health Center Drive  
(949) 452-3936

### **LOS ALAMITOS**

#### **Los Alamitos Medical Center**

3751 Katella Avenue  
(562) 799-3116

### **MISSION VIEJO**

#### **Mission Hospital and Regional Medical Center**

27700 Medical Center Road  
(949) 365-2116

### **NEWPORT BEACH**

#### **Hoag Memorial Hospital Presbyterian**

1 Hoag Drive  
(949) 760-2316

### **ORANGE**

#### **Chapman Medical Center**

2601 East Chapman Avenue  
(714) 633-0011 ext. 1119

#### **St. Joseph Hospital**

1100 West Stewart Drive  
(714) 771-8107

### **ORANGE**

#### **UCI Medical Center**

101 The City Drive South  
ER Registration (714) 456-5703  
Clinic Registration (714) 456-6402  
Customer Service (714) 456-6324

### **PLACENTIA**

#### **Placentia Linda Hospital**

1301 Rose Drive  
(714) 524-4257

### **SAN CLEMENTE**

#### **San Clemente Hospital and Medical Center**

654 Camino De Los Mares  
(949) 496-1122 ext. 4529

### **SANTA ANA**

#### **Coastal Communities Hospital**

2701 South Bristol Street  
(714) 754-5454

#### **Western Medical Center- Santa Ana**

1001 North Tustin Avenue  
(714) 953-3409

### **TUSTIN**

#### **Tustin Hospital & Medical Center**

14662 Newport Ave.  
(714) 838-9600 Ext. 5892

### **SOUTH LAGUNA**

#### **South Coast Medical Center**

31872 Coast Highway  
(949) 499-7154

## **COMMUNITY CLINICS**

<p><b><u>*Asian Health Center</u></b>  5015 K-L West Edinger  Santa Ana  (714) 418-2040</p> <p><b><u>Camino Health Centers</u></b>  33081 Calle Perfecto, Suite A  San Juan Capistrano  (949) 240-2272</p> <p><b><u>Huntington Beach Community Clinic</u></b>  8041 Newman Avenue  (714) 847-4222</p> <p><b><u>Casa de Salud</u></b>  1515 S. Broadway, Suite D  Santa Ana  (714) 285-9883</p> <p><b><u>La Amistad FamilyHealth Center</u></b>  353 South Main  Orange  (Medical) (714) 771-8006  (Dental) (714) 771-8005</p> <p><b><u>Laguna Beach Community Clinic</u></b>  362 Third Street  Laguna Beach  (949) 494-0761</p>	<p><b><u>Nhan Hoa Comprehensive Health Care Clinic</u></b>  14221 Euclid Ave., Ste. H-I  Garden Grove  (714) 539-9999</p> <p><b><u>Sierra Health Center</u></b>  501 South Brookhurst  Fullerton  (714) 870-0717</p> <p><b><u>UCI Family Health Center- Anaheim</u></b>  300 West Carl Karcher Way  Anaheim  (714) 456-7002</p> <p><b><u>UCI Family Health Center- Santa Ana</u></b>  800 North Main Street  Santa Ana  (714) 456-7002</p>
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**\* This community clinic does not take applications.**

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## How to find a Physician

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Medical care may be obtained from any physician in Orange County who accepts MSI eligible persons. These services are rendered in private physician offices. Physician care may also be obtained from community clinics listed in this patient handbook on page 13. If you already have a relationship with a physician, ask that physician if he or she is registered with the MSI Program. If you do not have a current relationship with a physician, you may call any physician in Orange County and ask if he/she is registered, or is willing to register, with the MSI Program. If you feel you need assistance obtaining the services of a physician, you may call the MSI Program's Case Management Unit at 714-634-5169.

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## Case Management Unit (CMU) (714) 634-5169

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The Case Management Unit (CMU) is available to assist you with inpatient and outpatient care by coordinating your services.

If you need a primary care physician, your case manager will assist in finding a physician in your area. If you need a specialist referral, your primary care physician can call your case manager and your case manager will contact a specialist to assist with the arrangements for your needed medical services. Additionally, your case manager will assist you with any other related medical need, such as Pharmacy, Durable Medical Goods, and Home Health services.

**All Durable Medical Goods and Home Health Services must be pre-approved by your Case Manager. Some surgeries may be pre-approved. Call your Case Manager for more information.**



The main number to the CMU is 714-634-5169. Call that number if you need assistance with your medical needs. Leave your name, Social Security Number, the city in which you reside and a brief message along with your phone number. Your case manager will call you back and assist you with your medical needs.

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## **Patient/Provider Relations Fraud and Recovery Department**

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The Patient/Provider Relations staff helps to administer (oversee) the MSI Program. They provide information to patients and providers of service to ensure the Program runs smoothly.

The Patient Relations line at 714-834-5211 has an automated phone system with a selection of menu options to assist you with helpful information.

**The Fraud and Recovery Division** is responsible for identifying and investigating areas of fraudulent activity within the MSI Program. This office helps to ensure that all requirements for MSI eligibility and payment are met.

**An MSI applicant signs the following declarations** on their Rights and Responsibilities form during the application process:

- I declare under penalty of perjury that the answers I have provided in this application are correct and true to the best of my knowledge.
- I understand that the statements on this form are subject to verification and investigation and that my signature on this form constitutes authorization for such an investigation.
- I realize that if I deliberately make false statements, withhold information or obtain or use MSI Program benefits in an unlawful manner, I (or the person on whose behalf I am acting), may lose MSI benefits and/or be prosecuted. I understand that any benefits I receive fraudulently may be subject to collection.

Fraudulent activity will be investigated and may result in termination of MSI benefits, prosecution and a demand for repayment to the MSI Program for services received.

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## **Outpatient Services**

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### **Where Do I Go for X-rays and Blood Work?**

Physical therapy and diagnostic testing such as x-rays, MRI's, and blood tests **must** be done at MSI contracting hospitals. Your physician **must** provide a prescription for these services. After you obtain a prescription, call one of the MSI contracting hospitals in your area to make an appointment for the test requested. Be sure to take your Notice of Action letter with you to the scheduled appointment as proof of MSI eligibility.

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## **Prescription Services**

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### **Where Do I Get My Prescriptions Filled?**

Medications may be obtained at Caremark participating pharmacies. Ask your local pharmacy if it is a Caremark participant. Examples of Caremark participating pharmacies include Sav-On, Rite Aid, Walgreens, and Costco.

The MSI Program uses a list of approved medications called a drug formulary. Medications **not covered** by the MSI Program are: over-the-counter medications, medications not listed on the approved drug list, and specific classifications of medications for conditions not covered under the MSI Program. One example of a classification of medications not covered under the MSI Program is mental health medications because the MSI Program does not cover Mental Health diagnoses.

An abbreviated MSI formulary, "Pocket Formulary" is available on the MSI website at [www.ochealthinfo.com/medical/msi](http://www.ochealthinfo.com/medical/msi)  
Please share this information with your physician.

For further assistance call your Case Manager at (714) 634-5169.

## **What if MSI Doesn't Cover My Medication?**

### **Drug Authorization**

Under special circumstances, the MSI Program's Medical Review Committee (MRC) may approve a medication that is not on the approved drug list for the MSI Program. An MSI Drug Authorization form must be completed by your physician and pharmacist indicating justification for the medication. The form is available at Caremark pharmacies.

A separate form is required for each medication requested. Take your prescription to your participating Caremark pharmacy. The pharmacy will complete their portion of the form and fax a copy to your physician who writes medical justification for the requested medication. The physician then faxes the form to the MSI Medical Review Committee. The committee meets once a month and will consider all requests on a case-by-case basis. The Medical Review Committee's decisions are final. The pharmacy and prescribing physician will be notified of the Medical Review Committee's decision.

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## **Billing Process**

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### **What should I do if I receive a bill from a provider of service?**

Patients often receive bills from physicians, hospitals, ambulance companies, or other providers when the provider does not know that the patient is eligible to the MSI Program. Eligible patients receive a "Notice of Action" letter that says "Your Medical Services for Indigents application has been approved." Patients are responsible for giving a copy of this "Notice of Action" letter (form 239I) to those hospitals, physicians, ambulance companies and others that have provided medical care to them. Your "Notice of Action" letter gives your providers information about where to send their bills. Only your provider may bill the MSI Program. It is important to notify your provider of your MSI eligibility as soon as possible, as they only have 90 days from the date you receive your medical service to bill the MSI Program. Provider bills are sent to the MSI billing department: American Insurance Administrators (AIA), PO Box 6285, Orange, California 92863.

### **What can I do if MSI Denies Payment on a Bill?**

Not all services are covered by the MSI Program. The MSI Program is not an insurance company. The purpose of the program is to protect life and prevent significant and permanent impairment in function.

The MSI Program's billing department reviews all bills sent to them by your providers of service (physicians, hospitals, ambulance companies, etc.). If the MSI Program denies payment on a bill, you will receive a letter from our billing department called, "Notice of Payment Denial." A "Notice of Payment Denial" is not a bill. It is notification that you received a service that is not a covered benefit. This form gives you information about the denied bill. It also explains how to appeal a denied bill. The letter gives you the name of the medical provider (such as a hospital or physician), the dollar amount denied, and the date you received the service.

## **How do I Appeal if MSI Does Not Pay a Bill?**

To appeal a denial of payment you will need to obtain a copy of your medical record(s) from your provider for the specific date(s) of service that is denied. The specific date(s) is recorded on your "Notice of Payment Denial." The name of your provider is also on the notice. Examples of your medical record(s) may include copies of X-rays, physician's progress notes and laboratory results.

Attach the medical records (or physician's progress notes) to the Notice of Payment Denial and send the documents to AIA, P.O. Box 6567, Orange, CA 92863 (714-634-4143).

Within thirty days you should receive a letter called "Notice of Review Decision" from the MSI Billing Department. This letter will tell you if the bill is paid or remains denied. If the program does not pay for the service you received, **the hospital, physician or other provider may send you a bill** for those services. If you do receive a bill for the denied services, **you are responsible for payment**.

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## **Applicant Rights and Responsibilities**

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### **Applicant Rights**

I have the right to:

- Be treated fairly and equally regardless of my race, color, religion, national origin, sex, age or political beliefs.
- Have all the information that I provide kept in strict confidence.
- Reduce my property reserve to within the MSI property limit by the last day of a month for which I want MSI benefits, including the month I apply, and be told how I may spend my excess property.
- Receive a written notice from SSA when a decision about my eligibility is made.
- Have a hearing if I am dissatisfied with the decision made by the Orange County Social Services Agency. If I want a hearing to appeal the decision, I must ask for it in writing, **within 30 days** of the date the Notice of Action (NOA) was mailed to me. If I do not receive a NOA, I must request a hearing within 30 days from the date I discover the decision with which I am dissatisfied.

**The Appeals Address is:** Appeals Unit; Social Services Agency; P.O. Box 22001; Santa Ana, CA 92702-2001

### **Applicant Responsibilities**

I have the responsibility to:

- Provide proof that I am a resident of Orange County when requested.
- Make a declaration about my citizenship/immigration status.

- Provide a Social Security number for myself and/or the person requesting MSI benefits.
- Apply for and cooperate in the eligibility determination process for Medi-Cal benefits if I am blind, 65 years of age or older, pregnant, the parent of a child deprived of parental support, a refugee in the U.S. for 8 months or less, or receive skilled nursing facility care.
- Apply for and cooperate in the eligibility determination process for Medi-Cal based on disability, if I have a physical or emotional problem that makes it difficult to work and the problem is expected to last at least a year.
- Apply for Medi-Cal benefits if my medical condition gets worse or significantly limits my ability to work. I understand that Medi-Cal enables me to receive benefits throughout California and covers more medically related services than are available under the MSI program.
- Report to the Orange County Social Services Agency and my health care providers any health care coverage/ insurance I carry or am entitled to use. If I willfully fail to provide this information, I may be guilty of a criminal offense, or may be billed by my providers.
- Give a copy of my Notice of Action to my physician, pharmacist, community clinic or any other provider. **I may be responsible for my bills if I fail to do so.**
- Notify the MSI Program and my health care providers in the event that I receive money from an insurance claim or from an accident or injury lawsuit. I understand that I must use this money to repay my medical providers if the MSI Program has already paid for my health care services.
- Cooperate with Orange County's quality review team if my case is selected for review. If I refuse to cooperate, my MSI benefits may be suspended until I do.

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## Other County Resources

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### MENTAL HEALTH, DRUG ABUSE AND ALCOHOL SERVICES

The MSI Program **does not** cover mental health, drug abuse or alcohol services. The locations listed below are for reference only.  
Patients pay for services, based on a sliding fee scale.

#### **Mental Health, Adult Inpatient and Emergency Triage Services**

##### Evaluation Treatment Services

1030 West Warner

Santa Ana

(714) 834-6900

#### **Mental Health Adult Outpatient Services**

5 Mareblu #205

Aliso Viejo

(949) 643-6900

1200 North Main Street #201

Santa Ana

(714) 480-6767

2035 East Ball Road. Ste. #200

Anaheim

(714) 517-6300

30818 Pacific Coast Highway

South Laguna

(949) 499-1877

3115 Redhill Avenue

Costa Mesa

(714) 850-8463

14140 Beach Blvd. #223

Westminster

(714) 896-7566

211 West Commonwealth Ave.

Fullerton

(714) 447-7000



## Outpatient Alcohol/Drug Services

5 Mareblu #250

**Aliso Viejo**

(949) 643-6900

1725 West 17<sup>th</sup> Street

**Santa Ana**

(714) 834-8600 (Methadone)

2035 East Ball Road

Ste. #200

**Anaheim**

(714) 934-4669

1200 North Main,

Ste. #100B

**Santa Ana**

(714) 834-4165 (Drug Free)

3115 Redhill Avenue

**Costa Mesa**

(714) 850-8431

14180 Beach Blvd.,

Ste. #203

**Westminster**

Mental Health

Drug/Alcohol

(714) 896-7574

211 West Commonwealth

Ave. Ste. #204

**Fullerton**

(714) 447-7099

Mental health, drug abuse, and alcohol services  
are not covered under the MSI Program